



**Money Advice Unit,  
Hertfordshire County Council,  
Farnham House, Six Hills Way,  
Stevenage, SG1 2FQ**



# **TRAINING PROGRAMME Spring/Summer 2025**

**On-line and face-to-face training courses now available!**

## About our training courses

Our training courses are a mixture of face to face delivery and online, using MS Teams. Please see each individual course description for more details and timings.

Our online courses are 3 hours from 10 – 1pm. Our face to face courses are 10 – 4.00 pm. Please make a careful note of dates and the timing of the courses while booking them.

Instructions for how to access our online courses will be emailed to you once your booking is confirmed along with course material.

Our face-to-face courses are held at: Hertfordshire Development Centre, Robertson House, Six Hills Way, Stevenage, SG1 2FQ.

There is a restaurant where you can buy lunch and refreshments, or you can bring your own food. If you have any queries or need further assistance, please contact Hertfordshire Development Centre on 01438 845114.

You will need a parking permit to park your car while attending face to face training courses. You will receive one along with your invite to attend the courses. Please make sure you park your car using the pass provided.

Remember we also have free online courses available at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)

These cover:

- Universal Credit Overview
- Introduction to Welfare Benefits
- Benefits for Older People

Each course takes less than an hour to complete and you can dip in and out – it's a great way to keep up to date or if you're new to wanting to know about benefits. Booking for these courses is not required.

## How to book a course

Our booking form is attached as a separate word document. Please fill in a copy of it (separate form for each attendee) and email it to [MAUtraining@hertfordshire.gov.uk](mailto:MAUtraining@hertfordshire.gov.uk) You will receive confirmation of your booking. There is no charge for these courses, but we will only accept bookings from people who work in the statutory or voluntary sector in Hertfordshire.

Due to demand, we only allow a maximum of two participants from each organisation per course.

When we have processed your booking form, we will send you an email confirmation of your booking. Please allow up to 5 working days for emails to be processed before contacting us.

We also send an email reminder before the course is due to run. Please do not attend a course unless you receive a booking confirmation. Booking instructions will be sent to participants in the week before the course.

Please tell us if you need any additional assistance when you book.

## **On the day of the training**

Registration starts from 09.45 am for a 10.00 am start for the morning courses. Please note that latecomers may not be admitted.

## **Any queries?**

For all training queries please email [MAUtraining@hertfordshire.gov.uk](mailto:MAUtraining@hertfordshire.gov.uk) or call 01438 843456

Remember we also have a free online Universal Credit course available at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)

We produce a wide range of factsheets on different areas of welfare benefits. All our benefit factsheets can be found at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits) which includes a benefit calculator supplied by



## Training calendar – Spring/Summer 2025

Course	March	April	May	June
Introduction to benefits	26 <sup>th</sup>		6 <sup>th</sup>	26 <sup>th</sup>
Personal independence payment overview	12 <sup>th</sup>		22 <sup>nd</sup>	25 <sup>th</sup> face to face
Benefits and limited capability for work overview	11 <sup>th</sup>		13 <sup>th</sup> face to face	
Universal credit and housing costs	27 <sup>th</sup>			
E-learning course - Introduction to welfare benefits	These on-demand e-learning courses are available at <a href="http://www.hertfordshire.gov.uk/benefits">www.hertfordshire.gov.uk/benefits</a>			
E-learning course – Universal credit overview				
E-learning course – Benefits for older people				

**Title:** Introduction to benefits  
**Delivery:** MS Teams (online)  
**Date:** 26<sup>th</sup> March 2025 (repeated 6<sup>th</sup> May & 26<sup>th</sup> June 2025)  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** No knowledge of benefits is required  
**Aim:** This half day course is designed to give an overview of the benefit system  
**Objectives:** By the end of the course participants will be able to:

- name the different categories of benefits
- understand how different types of benefits interact with each other
- identify basic entitlement to benefits

**Title:** Personal independence payment overview  
**Delivery:** Robertson House (face to face)  
**Date:** 25<sup>th</sup> June 2025  
**Time:** 10.00 a.m. – 4.00 p.m.  
**Membership:** No prior knowledge of personal independence payment is required  
**Aim:** This full day course looks at claims for working age adults with a long-term health condition or disability who need help with their daily living or mobility.  
**Objectives:** By the end of the course participants should be able to:

- understand who can claim PIP
- identify how the claims and assessment process works
- be able to support service users to make effective claims for PIP

**Title:** Personal independence payment overview  
**Delivery:** MS Teams (online)  
**Date:** 12<sup>th</sup> March 2025 (repeated 22<sup>nd</sup> May 2025)  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** No prior knowledge of personal independence payment is required  
**Aim:** This half day course looks at claims for working age adults with a long-term health condition or disability who need help with their daily living or mobility.  
**Objectives:** By the end of the course participants should be able to:

- understand who can claim PIP
- identify how the claims and assessment process works
- be able to support service users to make effective claims for PIP

**Title:** Benefits and limited capability for work  
**Delivery:** Robertson House (face to face)  
**Date:** 13<sup>th</sup> May 2025  
**Time:** 10.00 a.m. – 4.00 p.m.  
**Membership:** Participants should have attended either introduction to benefits and introduction to universal credit or have a good working knowledge of these benefits  
**Aim:** To give participants an overview of the rules relating to claiming universal credit and employment and support allowance on the basis of having limited capability for work  
**Objectives:** By the end of the course participants should:

- understand the how ESA and UC operate for claimants who have limited capability for work
- examine the work capability assessment
- be able to identify who satisfies and who is treated as satisfying both the LCW and LCWRA assessments.

**Title:** **Benefits and limited capability for work**  
**Delivery:** **MS Teams (online)**  
**Date:** 11<sup>th</sup> March 2025  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** Participants should have attended either introduction to benefits and introduction to universal credit or have a good working knowledge of these benefits  
**Aim:** To give participants an overview of the rules relating to claiming universal credit and employment and support allowance on the basis of having limited capability for work  
**Objectives:** By the end of the course participants should:

- understand the how ESA and UC operate for claimants who have limited capability for work
- examine the work capability assessment
- be able to identify who satisfies and who is treated as satisfying both the LCW and LCWRA assessments.

**Title:** **Universal credit and housing costs**  
**Delivery:** **MS Teams (online)**  
**Date:** 27<sup>th</sup> March 2025  
**Time:** 10.00 a.m. – 1.00 p.m.  
**Membership:** Participants should have completed the online Universal Credit course at [www.hertfordshire.gov.uk/benefits](http://www.hertfordshire.gov.uk/benefits)  
**Aim:** This course looks at how working age claimants get help with housing costs through universal credit.  
**Objectives:** By the end of the course participants should have a better understanding of:

- what housing costs can be met through universal credit
- who is eligible for housing costs and how these are paid
- liability issues and how different types of rent are treated
- problem areas such as liability, non-dependents, bedroom tax, benefit cap, local housing allowances, discretionary housing payments and 'untidy tenancies'.